

## Special Signers & Challenging Circumstances

Laura J Biewer  
At Your Service Mobile Notary



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## Special Signers & Challenging Circumstances

- ▶ 12 yrs serving public/30K notarizations
- ▶ Certified Trust and Real Estate Signings
- ▶ Owned/Operated Long Term Care Facility
- ▶ Instructor CA Mandated Notary Training
- ▶ Author articles for NNA magazine/bulletin
- ▶ Expert Witness CA Notary
- ▶ Notary Coach for NSA and CA Mobile Notaries



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## Special Signers & Challenging Circumstances

### ▶ Notarization challenges

- Extra Accommodations
  - Elderly
  - Minors
  - Blind/Hearing Impaired
  - Difficulty signing
  - Foreign Language Speakers
  - No ID



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## Special Signers & Circumstances

- **Challenging Signing locations**
- **Facilities**
  - Hospitals & Skilled Nursing
  - Long term Care/Assisted Living
  - Behavioral Centers
  - Detention Centers: Jail/Prison




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## Special Signers & Challenging Circumstances

- ▶ **Elderly**
  - False Assumptions about ability
    - Engage and screen
  - Influence by others
    - Family/Friends/Caregivers
  - Signing impairments
    - Special pens, sig by mark, sig by proxy
  - ID challenges
    - Credible witness
  - Extra time
    - Go at signer's pace




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## Special Signers & Circumstances

- ▶ **Minors**
  - ID
  - How Young is ok?
  - Alternatives
- ▶ **Visually Impaired signers**
  - Confirmation of document
  - Assist with finding signature line/Tool




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## Special Signers & Circumstances

- ▶ Hearing Impaired/Deaf
  - Direct communication
    - Read lips, communicate on paper
- ▶ Signature by Mark or Proxy
  - Repeatable Symbol instead of signature
  - Direct 3<sup>rd</sup> party to sign on behalf of principal



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## Special Signers & Circumstances

- ▶ Foreign Language Speakers
  - Direct communication
  - No Interpreters
- ▶ Foreign language Documents
  - Document can be in foreign language
  - Notary certificate must be in English



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## Special Signers & Circumstances

- ▶ Identification
  - ID cards: Gov Issued
  - Personal Knowledge of Signer
  - Credible Witness(es)
    - A "Human ID"
      - Present at time of notarization
      - who knows the notary or *has the appropriate ID\**
    - *\*New addition to law in MT*



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## Challenging locations

### ▸ Facilities

- Hospitals: Acute Care
- Skilled Nursing: Rehab, ongoing medical monitoring
- Assisted Living: Non Medical residential
- Behavioral Centers: Psychiatric
- Detention Centers: Jail/Prison



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## Facility Challenges

### ▸ Hospitals & Skilled Nursing

- Extra Time
  - Large complexes: finding and getting to room
  - Patient not there
  - Interruptions by medical staff: Vitals
- Medical Equipment
  - IVs, Monitors



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## Challenges Continued

- Incomplete Documents
  - Preparation
  - review
- Signature
  - Illegible vs mark
  - proxy
- NO ID
  - Credible Witness



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## Challenges Continued

- Screening
  - Regardless of Age: **Alert and Aware**
- Free from Duress:
  - Pain, influence people/medications
- Do they know what document they are signing
  - POAs most common
- Tools
  - Clipboard, readers, special pens



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## Challenges Continued

### ▶ Detention Centers

#### Behavioral Centers

May not allow while a patient

#### Jails/Prison

- Privacy
- Extra Time
- Approved List



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## Conclusions

- ▶ Having strong skill sets for challenging circumstances
  - Differentiate you in the marketplace
    - Strong customer service
  - Ensure confident/compliant notarizations
  - Protects you



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## Special Signers & Challenging Circumstances

▶ Questions

▶ Contact Info

- 209-606-4938 Cell
- Facebook.com/AtYourServiceMobileNotary
- [Biewer@sbcglobal.net](mailto:Biewer@sbcglobal.net)



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